



ABB ELECTRIFICATION | SMART POWER

# ReliaGear® SB – EXcelerate Program

## Frequently Asked Questions

### GENERAL

**1. What does CTO stand for and why does it matter?**

CTO= Configured to Order. It's a way to configure equipment that can drive faster lead times and standardization thanks to the use of pre-engineered sub-assemblies. This means there are 3000+ configurations available for customers to select from with 7 main category choices in empower. The purpose is to receive switchboards faster.

**2. How does CTO differ from EXcelerate?**

EXcelerate is the name that ABB gave to the CTO program. CTO and EXcelerate refer to the same project and can be interchanged, however CTO is more specific to the methodology used to configure-to-order the subassemblies at the factory and EXcelerate is the name of the program to offer 25-weeks lead time for a premium price compared to standard price.

**3. What are the options available with EXcelerate Switchboards?**

There will be limited options for the EXcelerate program. There are seven main choices to configure including the following: VOLTAGE, AMP, MATERIAL, RATING, ENCLOSURE, CABLE ENTRY, and FUNCTION. Please refer to empower or to the presentation link for more details.

**4. How many combinations of switchboard layouts are supported in the EXcelerate Switchboard option?**

At release there will be about 1,900 combinations possible with a target to hit 3,200 by the end of 2023.

### TECHNICAL

**5. Are Utility metering switchboards included in EXcelerate switchboard?**

Today it is not included, however there will be multiple phases of feature introductions that are in the process of being prioritized. There is no defined date currently.

**6. Are 600 Volts (Canadian models) switchboard available in EXcelerate?**

Not at this stage, we will have a 600V option by the end of 2023 but for the moment we only have 480/277 VAC and 208/120 VAC options.

**7. Will Seismic & OSHPD ratings be included in the EXcelerate offering?**

Yes. It can be found on the *Options* tab in the EXcelerate Switchboard selector in empower.

**8. What if my design requires incoming currents outside of the 1200A – 4000A range?**

Please use the Standard Switchboard selection in the *Lineup* screen of Empower to configure designs outside of the EXcelerate offering. These will be Engineered to Order (ETO) and will have the current lead times associated with that offering.

**9. What main breakers are available on the EXcelerate Switchboard options?**

Emax2 main breakers (frames 2.2, 4.2, & 6.2) are available for the initial launch. We are reviewing the Power Break II (PBII) offering as well, and more may become available in a future phase.

**10. What distribution functions and breaker frames are available on the EXcelerate Switchboard options?**

These are the options for distribution breakers:

- a. TMF – XT1
- b. TMA – XT2, XT4, XT5, XT6
- c. EKIP DIP (LSI and LSIG) - XT2 (Sept availability), XT4, XT5, XT6, XT7
- d. Touch (LSI and LSIG w/ RELT) for XT7 1200 only

**11. Can customer specific meters be added to EXcelerate switchboards?**

No, they can use a choice of four ABB RGM series meters for monitoring. These include RGM2200, RGM6000, RGM6010, and RGM7000 meters with various communication protocols and parameters.

**12. Are the SPD (Surge Protective Devices) ratings mentioned in kA per phase?**

As per the SPD drop down; the dual rating shows per phase and per mode collectively. 125/250 per mode/phase and 200/400 per mode/phase.

**13. Can the main be either top or bottom feed?**

The configurator will allow for either Top or Bottom incoming. Note cable only though, no busway. If someone needs a quick switchboard with busway, they can do a busway end cable tap box.

**14. Will removing the Hi-Res Engineered-to-Order step impact the quality of my switchboard design?**

No, these designs have been completed by R&D (Research & Development) and validated by req engineering to ensure accuracy and manufacturability.

**15. Will a FPT section after the bussed pull be available for this 25-week option?**

Not currently.

**16. Will this be available as a feeder only option in the future? No main required.**

EXcelerate is an iterative process, and more options will be added to the process in the future. Yes, we expect to provide this offer soon, but no timeline is available right now.

**17. Will "Commercial Metering" be in the EXcelerate scope? What about "Utility Metering Compartments"?**

Both are not included. For commercial metering, refer to the ABB RGM products. As for Utility Metering Compartments, we are looking to add into scope in the next phase of the EXcelerate offering.

**18. For Electric Vehicle (EV) opportunities can we use the Utility Metering Compartments?**

For the EV opportunity we will launch something soon, so stay tuned!

**19. Is Tin plating Cu bus being considered for this 25-week lead time?**

No.

**20. Many commercial jobs have a normal switchboard and an emergency switchboard, where there is separation between life safety and other loads, and typically the feeder needs to be in its own section, is it possible to add individually mounted feeders to make this possible?**

Individually mounted feeders are out of scope for EXcelerate currently. The team is evaluating for future release however a timeline is not available.

## ORDERING

**21. Can an existing order be converted from a Standard order into an EXcelerate Switchboard order? Will the customer need to pay a cancellation fee? Will the current price be kept?**

The only way to convert a current placed standard order into an EXcelerate order is to re-issue the order as an EXcelerate Switchboard option in empower.

ABB will waive the cancellation fee if the EXcelerate order is placed *before* cancellation of a current Standard Switchboard order, and only if the new order will be for the same or similar number of sections.

There is a price premium on the EXcelerate option that the customer will need to cover.

**22. Is it possible to make any modification to an EXcelerate order, for example to use breakers that are not in scope in small quantity?**

No, if out-of-scope features are required, the board will need to be a Standard Switchboard option. However, select accessories are available for field installation.

**23. If I start a design in EXcelerate and I need a feature only available in Standard Switchboard option, do I have to restart my design from scratch?**

No, you can switch between the designs without losing your work, however there is one section that will need to be re-entered which is the *Lug Type* and *Cable Size* found under the *Incoming Service Disconnect* tab of empower.

**24. What if my order is significantly backlogged (more than 25 weeks), what are my options? Can the factory expedite my order without a price premium?**

Depends on a case-by-case basis. Lead times must be confirmed with the factory regarding design. EXcelerate switchboard price will incur a premium over Standard switchboard.

**25. Can we use ABB empower quotation tool to quote EXcelerate switchboards?**

Yes! There is a new “EXcelerate Switchboard” selection in the drop-down menu for the Switchboard Type in the *Lineup* screen.

**26. Where can I find more information on how to configure an EXcelerate Switchboard in empower?**

On ELSA! There is a video that walks through using the EXcelerate option in the configurator in a step-by-step tutorial.

**27. Can a customer convert a Standard Switchboard *quote* into an EXcelerate Switchboard quote?**

Yes. You can simply change the type of board from Standard to EXcelerate from the *Lineup* screen. Please note, this will work properly if there are no out-of-scope selections. If out-of-scope features are selected, then they will be reset.

**28. If a customer decides to cancel an existing Standard order and re-enter as an EXcelerate order, will the cancellation fee be waived?**

ABB will waive the cancellation fee if the EXcelerate order is placed before cancellation of a current Standard Switchboard order and only if the new order will be for the same or similar number of sections.

**29. What is the deadline for converting backlog into EXcelerate orders?**

No deadline but it makes sense to consider a conversion only if the order is more than 25 weeks out.

**30. By the time a project comes out to be quoted it is most times too late to make any product changes. Will the FAE (Field Application Engineering) team be engaged to push for a more standardized solution for the electrical consultants they call on?**

Yes, FAE did a walk through in empower and they agreed to engage consultants into a standardized solution.

**31. How often will we communicate current EXcelerate switchboard lead times?**

The empower platform will communicate the lead times in real time. The EXcelerate program will start at 25 weeks for all quotes. The EXcelerate offer will be added to the next iteration of the published lead timetable.

**32. What is the planned training program for our distributors?**

The simplified design can be learned from the training material available. There is a great training tutorial to walk distributors through the empower selection options. We also plan to visit some large distributors and train the trainers to help customers navigate the empower tool to quote and order EXcelerate switchboards.

**33. What about the spare parts? Does the Empower BOM (Bill of Materials) contain all the mechanical parts that commonly have issues on site such as splices and brackets?**

No. We do not have a specific spare parts list at this point.

**34. How is the business going to handle Project Management on these new EXcelerate switchboards if no factory PFA's are allowed? The PM work cannot fall on the Account Managers.**

Refer to the drawings that will come out of empower as the PFAs. There is no engineering work to be done so there is no customization to the drawings. Everything needed should be included through the empower configurator. All the designs have been vetted and completely locked in. Additionally, Jim Spearman's team will treat these as standard projects so this should not be an issue.

**35. Can we appeal the EXcelerate board if it is part of a job quote, or will the multiplier be the same before and after appeal on the switchboard?**

We believe the pricing for EXcelerate is competitive in consideration of the lead time reduction offered. Any deviation will need to be discussed with the pricing team providing a solid business case.

## **DELIVERY**

**36. What is the lead time range for CTO EXcelerate?**

At launch the lead time will be 25 weeks.

### 37. How does the EXcelerate program differ from the On Demand and the On Demand Mid Cycle programs?

- **EXcelerate** allows the configuration of the board and the selection of the breakers 2X faster than standard.
- **On Demand** is made by 7 SKUs with fixed BOMs (Bill of Materials) that cannot be modified with a lead time of 2 weeks if all parts are in stock at the time of the order.
- **On Demand Mid Cycle** has the same 7 configurations as On Demand, however, it will have a longer lead time of 10 weeks.

### 38. How do CTO EXcelerate and On Demand impact price relative to Standard switchboard deliveries?

There is a price premium for faster deliveries, the shorter the lead time the higher the price.

### 39. What are the different delivery programs available and how are they priced?

There are four options for delivery lead times at different price points.

- **On Demand** is a 2-week lead time with 7 SKU's available - \$\$\$\$
- **On Demand Mid Cycle** is a 10-week lead time with 7 SKU's available - \$\$\$
- **EXcelerate** is a 25-week lead time with 3000+ CTO configurations - \$\$
- **Standard** is a 42 < 68-week lead time with 1 million ETO designs - \$

### 40. What is the current factory production capacity with the EXcelerate switchboard offering before lead times extend beyond 25 weeks?

The CTO lines are capable of a similar output as the full standard ETO line and will ramp up 2X times during 2023. Considering the current demand, we have plenty of capacity.

### 41. Is this built in Mebane, North Carolina?

No Monterrey, Mexico is the manufacturing location.

### 42. Do we have a similar solution for providing easy insert and removal of the feeder breakers like the competitors?

There is an existing [YouTube video](#) that shows the installation and removal of the circuit breakers. <https://www.youtube.com/watch?v=2AbH8-zYsRk>

### 43. Is there literature that can be distributed about the program specifics?

Reference many materials available on ELSA.

### 44. Where can I find more information about EXcelerate switchboards?

- [Switchboard ReliaGear® SB | ABB US Electrification website](#)
- [ReliaGear SB Switchboards EXcelerate - YouTube video](#)
  - <https://www.youtube.com/watch?v=hW2zd0k49Dg>
- [ELSA: ReliaGear SB EXcelerate presentation – external](#)
- [ELSA: ReliaGear SB EXcelerate empower tutorial](#)

## ON DEMAND PROGRAM QUESTIONS

### 45. On the 2000A On Demand do we have an option for a feeder section that will allow one to add an XT7?

Yes, the new On Demand offering featuring Emax2 mains has a 40" W distribution section to accommodate an XT7.

**46. For On Demand, will that only be available for 2000A and 4000A boards? Or are any other sizes planned?**

Currently the On Demand program only offers 2000A & 4000A options. If other ampacities are needed, refer to the EXcelerate program which offers a wider range of selections, from 1200A to 4000A.

**47. The new On Demand switchboard breaker configuration changed from the previous version. i.e., 4000A option is missing 1200A feeders now. Is this accurate?**

There was an issue with some conflicting breaker information in the brochure which has now been resolved. Please use the following link to get the updated version:

- [ELSA: ReliaGear SB switchboard On Demand brochure](#)

**48. Do we have updated On Demand submittal drawings with the Emax?**

Yes, we will post them to the Switchboard website in the short term.

- [Switchboard ReliaGear® SB | ABB US Electrification website](#)

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