

GENERAL

Where can I buy your products?

Our products are available to buy from wholesalers around the world. Contact your local Craig & Derricott area sales manager to find out where you can purchase.

I can't see a product I previously bought in the catalogue - do you still sell it?

Yes, although not advertised in the catalogue some products are still available for purchase. Please contact us at +44 (0)1543 375541 or sales@craigandderricott.com to find out more.

My product has a fault, can I get it fixed or buy a replacement component?

Yes, we offer the option to buy replacement components for both Craig & Derricott products and other manufacturers. We also offer an overhaul and refurbishment service for certain product ranges (where it was originally manufactured by Craig & Derricott).

Where can I get a catalogue?

Our catalogues are available to download from our website. If you prefer a hard copy, please contact the sales office.

Can I become a stockist of your products?

Yes, just speak to your local area sales manager to discuss terms.

Do you offer warranty on your products?

As standard, we offer 12 months warranty on all products. However, we do offer the option to extend your warranty to 2 years on our ATS range. See more about our commissioning service.

Can I cancel an order?

Cancelled orders will only be accepted in writing. Confirmation must be received within 24 hours from the date order placed to cancel in full with no penalty. If the order has already been dispatched or it is after 24 hours, the returns procedure will apply.

Can I return part or all of an order?

Please refer to our returns policy available on our website.



TECHNICAL

Do you offer datasheets for your products?

Yes, these can be downloaded from our website or emailed on request.

What is a disconnecter?

A 'Disconnecter' or 'isolator' is a mechanical switch which in the 'Open' position, complies with the requirements specified for the isolating function. A 'Disconnecter' or 'Isolator' is an off-load device and marked 'Isolate elsewhere before opening' they have an AC20/DC20 utilisation category.

What is a switch?

A 'Switch' is a mechanical switching device capable of making, carrying and breaking current under normal circuit conditions, which may include specified operating overload conditions. They also carry, for a specified time, currents under specified abnormal circuit conditions, such as those of short circuits (i.e. Utilisation category AC23A duty).

What is a switch-disconnector?

A 'Switch-disconnector' meets both of the criteria listed above and with a Red/Yellow padlockable handle may also be called a 'Safety Isolator'.

What is a changeover?

A 'Changeover' device is used to connect to one of two sources and in this isolation, the application will require a central 'Off' position. In all other respects, it conforms to the 'Switch-disconnector' requirements.

What is a Fuse Combination Unit?

A 'Fuse combination unit' or 'Switch Fuse' is a combination of a mechanical switching device with fuses in a composite assembly.



TECHNICAL

What is IP rating?

Composed of a two-digit code the standard defines protection against solid objects and separately protection against water i.e.

protection against solid objects

↑

IP66

↓

protection against water

To see the IP rating of our products, please refer to our catalogue.

Do your switches satisfy rail standards? *

All of our switches are sealed to IP65 or IP66 and are compliant with the stringent UK railway standards EN61373; EN60947-3.

When do you use gold and/or silver? *

As standard, our push button and rotary switches use silver contacts. Where low-voltage applications up to 12v and current ratings up to 50mA are being used, we recommend gold flash contacts instead.

What changes are required on trains to go from fluorescent lights to LED lights? *

Our LED Lighting is designed to be a simple easy upgrade from florescent tubes in a cost-effective way. It is a straightforward removal of the existing ballast/starter and a minor change of wiring for direct voltage input.



PRODUCTS

What enclosure material is best for outdoor use?

When choosing an enclosure, care must be taken to select the most suitable material taking into account the location, level of pollution, temperature, UV levels, vibration and humidity. Typical enclosure materials include Aluminium, powder coated Mild Steel or Stainless Steel, which is sealed to IP65. Any of these enclosure types can be suitable for certain outdoor environments.

A Stainless Steel enclosure is recommended as the best choice for outdoor use, although the correct grade of Stainless Steel must be selected. For more information, please consult our technical department at sales@craigandderricott.com or +44(0)1543 375 541.

Are your products fire-rated?

We offer a range of fire rated products. Available 20A to 1250A, this switchgear is used to maintain power to vital equipment such as smoke extraction/ventilation fans allowing the safe evacuation of businesses, car parks and public areas in the event of a fire. Designed specifically for where the supply must be maintained for 2 hours at 200° C or 2 hours at 400° C.

What ratings do you offer in your product range?

We offer a wide variety of rated isolators, switch fuses and changeovers. Ratings can vary between 16A – 1250A as standard. Other ratings are available on request.

What are the sizes of your terminals?

Terminal sizes vary for different products. You're able to find this out in our latest catalogues.



PRODUCTS

Do I need extension boxes with your switchgear?

No, our products offer extensive cable room, so extension boxes are not required.

What is the max voltage your PV isolators can accommodate?

Currently, we accommodate up to 1500V with ratings of 16A - 40A as standard.

Are your PV isolators true DC?

Yes, we offer a range of true DC Switch Disconnectors developed to meet the unique requirements of Solar Panel technology and based upon our well-established i-switch family of products.

Do you offer Fuses so a unit can be down rated?

We offer a wide range of switch fuses in our product range, so there shouldn't be a need to down-rate. However, we do offer this option if required. Spare fuses are also available on request.

Can my switch handle be lockable in both the on and off positions?

Yes, we offer handles customisation upon request. Just add the suffix (/10) to your required catalogue number.

Are your handles padlockable?

Yes, our handles can accommodate up to 3 padlocks in the 'off' position, thus preventing the isolator from being switched 'on' while in use.



PRODUCTS

What is the cost saving of switching to LED? *

Besides the Carbon Footprint saving, our LED saves an average of 60% on power consumption compared to existing Florescent tubes.

What colours are recommended for different environments? *

Our LED Tubes can be supplied in Warm White 3000k, Natural White 4000k, Pure White 5000k or Cool White 6000k.

The colour temperature of our LED Tubes can be selected to match the environment such as:

- Cool White in toilets for a bright clean look
- Natural White in Saloon areas
- Pure White in servery and vestibules

What is the difference between rotary switches and push buttons? *

Where a large number of contact configurations are required, our twist or push-to-actuate rotary switches are a good choice. We offer options of up to 20 contacts in a myriad of indexable positions.

Our 30 series push buttons instead offer up to 4 contacts and are available in illuminated, latched, non-latched or momentary configurations.

CUSTOMISATION / BESPOKE DESIGN

Can I change the isolators' handles to another colour instead of the standard red/yellow?

Yes, we offer black handles as a standard alternative. However, we do offer a bespoke service for any specific changes you would like to make, not just the handle colour.

Can I have a specifically designed product?

We have a dedicated team of specialist engineers who can draw upon their vast experience to provide you with a unique design solution to meet your specific requirements. For too long customers, installers and specifiers have tried to mix and match component parts to meet their needs, but now you can simply hand over your project to us and we will create the ideal and most cost-effective solution to your requirements.

I bought a Craig & Derricott product a long time ago and it is no longer available to buy a replacement. What can I do?

Your products can be reverse-engineered by Craig & Derricott using modern mechanics and the latest standards in conjunction with the existing wiring and fixings to avoid costly changeouts on stock through such obsolescence.

Do you offer bespoke services for rail? *

Yes, we do. If unique design panels or switches are required, Craig & Derricott's engineering department can develop, manufacture and test newly designed products to provide a drop-in solution for new build and retrofit applications.



TRAINING

Do you offer training on your products?

As an accredited Continuing Professional Development (CPD) training provider, we offer three training programmes: Understanding Automatic Transfer Switches; Understanding Low Voltage Switchgear; and Understanding Switchgear for London Underground. Our area sales managers are also trained to offer specific product training on our full product offering.

Can I learn more about your products?

Yes, our sales team offer product training on our full product range. Contact us today for more information.