

The following is the background and list of frequently asked questions (FAQ) and answers to the new product and program dealing with the sale of the E1000 series HMIs.



Background

In mid-2015, Mitsubishi announced its intent to quit selling the E1000 HMIs, products manufactured by Beijer Electronics and private-labeled for Mitsubishi. In September 2015, Beijer announced the E1000 panels will continue to be produced, re-branded and sold by Beijer.

FAQs

1. Is Mitsubishi selling the E1000's today? If not, when did they stop?

No. The E1000 panels with Mitsubishi Electric-brand labelling will not be offered after November 2015. After that date, only Beijer Electronics will be able to supply E1000 products.

2. Does Mitsubishi have a drop-in replacement of a new series (GOT) or is it a 'conversion' to move to a new Mitsubishi screen?

No. The Mitsubishi GOT HMIs are not a drop-in replacements for the E1000 products. There is no project conversion of an E-Designer project to the Mitsubishi GT SoftGOT programming software. For more information of the Mitsubishi GOT HMIs, see: <http://www.mitsubishielectric.com/fa/products/hmi/got/>

3. Will distributors be able to sell the E1000 HMIs?

Yes. Please contact your Regional Sales Manager (RSM) for details.

4. What is the maximum discount for distributors for E1000 HMIs products?

The discount for distributors will be the discount each has arranged with Beijer. Contact your RSM.

5. How is the pricing of the Beijer-branded E1000 compared to the list pricing of the Mitsubishi GOT HMI?

The E1000 products are functionally and mechanically the same as the Beijer EXTER line. The list pricing for the Beijer-branded E1000 HMIs will be the same as their equivalent EXTER HMIs. The list prices of the Mitsubishi-branded E1000 as priced by Mitsubishi was much higher than the EXTER equivalents. The list prices of the Mitsubishi GOT products is also much higher than the Beijer-branded E1000.

6. Are the Beijer screens a 100% drop-in replacement physically?

Customers will experience no technical or mechanical differences in the E1000 operator panels and the software. The only difference will be on the rear, Beijer-branded label.

7. How do the E1000 and EXTER HMI models match?

<u>E-Series Models</u>	<u>E-Series Part #</u>	<u>EXTER Equivalent</u>
E1012	603111201	K10
E1022	603111202	K20
E1032	603221103	K30
E1043	603221119	T40m
E1041	603221120	T40
E1063	603221133	T60m
E1061	603221128	T60
E1062	603221132	K60m
E1060	603221130	K60
E1071	603221116	T70
E1070	603221118	K70
E1101	603221123	T100
E1100	603221003	K100
E1151	603221124	T150

8. If someone is replacing an older/existing E1000, what must they do to install a Beijer model?

There is no mechanical difference between the Mitsubishi-branded and the Beijer-branded models. The same E-Designer software project created for the Mitsubishi-branded E1000 model will load and operate identically on the equivalent Beijer-branded E1000 model.

9. Can customers use their existing E-Designer programs on the Beijer E1000 model?

Yes. The E1000-series models, regardless of branding, are configured identically.

10. Do the Beijer screens run on E-Designer, Info Designer, or both?

The Beijer-branded E1000 products only run E-Designer projects.

11. Can Beijer sell E-Designer software?

Not yet. However it can be provided to customers.

E-Designer and E-series HMIs are only useful to entities that have a history with E-series products. Although there is a part number (100-0117), it is still branded Mitsubishi. The current version of E-Designer has a Mitsubishi copyright note on the HELP screen and a few other Mitsubishi references. In the rare case where someone needs a copy of E-Designer, it can be made available via Beijer Technical Support via software download. Beijer does not and will not ship a physical copy of the E-Designer software. It is Beijer's intent to scrub E-Designer and release a version without any references to Mitsubishi. At that point, there will be a fee associated with it. The list price will be the same as Information Designer, US\$350.

12. Can/will Beijer repair the Mitsubishi E1000 screens?

Yes. The parts, less the label and the front bezel or mechanicals, are the same ones used in EXTER. Beijer Service will be able to repair and replace any of the E1000 parts.

13. What are the end-of-life (EOL) plans for the E1000 series products?

There are no EOL plans for the Beijer-branded E1000 series at this time. Typically, when Beijer issues EOL notifications, Beijer tries to offer a two-year EOL window (two years from the date of the announcement until the last-time-delivery date.

14. The EXTER T40 and T60 models were End of Life'd in early 2015. Are the similar E-series models also EOL'd?

No. The following E-series models, shown with their similar EXTER models, are all available.

- E1043, similar to the EXTER T40m
- E1041, similar to the EXTER T40
- E1063, similar to the EXTER T60m
- E1061, similar to the EXTER T60

It is a rare case where someone with a history with EXTER T40/T60 HMIs will move to E-series HMIs. EXTER HMIs are programmed with Information Designer software; E-series HMIs are programmed with E-Designer software. If someone needed to move from an EXTER to E-series unit, the Information Designer project would need to be converted to an E-Designer project.

15. Is there a fee to convert an Information Designer project to an E-Designer one (or the reverse)?

Yes. The non-recurring engineering cost (NRE ENG) is US\$150 per project. If changes are required the fee could be higher, depending on the scope. Get with your local RSM for details.