

DISTRIBUTOR NEWS | OCTOBER 2026 EDITION

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DEAR PARTNER,

What's inside this month:

Stay up to date with the latest Clipsal innovations and business updates. This month's Distributor News features the 2026 Innovation Summary, showcasing new product releases and a Spotlight of the expanded Clipsal Smoke & Heat Alarm range. Discover the next-generation Infrascan motion sensors, and the new 10A 40M Pushbutton Timer. Learn about enhancements to the Clipsal Warranty Support experience for electricians, recap the success of the On-The-Go Learning Centre national tour, and find out more about upcoming Customer Feedback Surveys. Lastly, explore how Solis can help grow your branch by unlocking opportunities in the premium residential market and find out where to access the Wholesaler support page.

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CLIPSAL 2026 INNOVATION SUMMARY

Clipsal proudly leads the electrical industry with a central focus on **innovation, collaboration & continuous improvement**, delivering solutions designed with Australian electricians, for Australian conditions.

At the core of every 2026 release is real-world collaboration. Clipsal products are **developed alongside electricians** to ensure faster install times, smarter design features, and reliable performance on-site. This means every new product is practical, intuitive, and job-ready from day one.

2026 Product Highlights

Iconic Innovations:
- Assembled Iconic Styl & Essence
- Iconic Cooker Switches
- Iconic Push Button Switches
- Iconic EV Charger Provision Plate
- XB Range Extensions

Safety & Protection
- Heat Alarm
- Smoke Alarm range
- 753RR Residential and 753RP Infrascan PRO motion sensors

Circuit Protection & Distribution
- MAX9 Switchboard
- MAX9 MAXBARs
- FlexSelect Distribution Boards
- New Meter Box Solutions

Installation Essentials
- 357 Series Screws & Drivers
- 413E Surface Socket

Mechanisms
- LED Optimised Dimmer Range
- New USB-C Fast Chargers

Connected Solutions
- C-Bus Solis C Series
- Harmony XB5 USB & RJ45 Ports



PRODUCT SPOTLIGHT
CLIPSAL HEAT & SMOKE ALARM RANGE

With daylight saving now underway, Fire and Rescue agencies recommend using the seasonal time change as a reminder to check, clean and test smoke alarms throughout the home. This creates a timely opportunity for electricians to discuss alarm maintenance, replacement and upgrades with customers.

Help them stay protected with the new Clipsal Smoke and Heat Alarm range, now expanded with the new 755 Series references:

- **755PSMA5** Photoelectric Smoke Alarm
- **755PSMA5L** Photoelectric Smoke Alarm
- **755H5AL** Heat Alarm
- **755RB5** Relay Base

Why stock the latest 755 Series range?

- AS 3786:2023 certified with a 10-year warranty
- Compatible with existing Clipsal 755 Series mains-powered alarm bases for easy retrofits
- Fewer returns and compaints thanks to enhanced dual-spectrum photoelectric technology that reduces nuisance alarms
- More choice with 10-year sealed lithium battery backup options + new heat alarm option to help electricians deliver complete home protection solutions

One trusted range. More upgrade opportunities. Bigger Baskets. Better protection.



755HA5L
Heat Alarm



755PSMA5
Photoelectric Smoke Alarm



755PSMA5L
Photoelectric Smoke Alarm



755RB5
Relay Base

DISCOVER THE CLIPSAL HEAT & SMOKE ALARM RANGE TODAY.

NEW INDOOR INFRASCANS





For over 30 years, Infrascan motion sensors have delivered the performance, reliability and durability electricians trust. Now, we are excited to introduce the next generation of **Indoor Flush 360° Infrascan motion sensors**, featuring the new **753RR Residential and 753RP Infrascan PRO models**. Combining faster installation, simpler setup, contemporary slimline design and a class-leading 7-year warranty, the new range sets a new benchmark in motion sensing performance.

753RR
The entry level Infrascan with and 8m range and 5A rating, replacing the 753CF1.

753RP
The flagship Infrascan PRO, replacing the 753R-WE, with an increased 14m range and 10A rating.

Availability Date: 30th November 2026

Discontinuation information.
The 753R-WE and 753CF1 have been flagged for discontinuation and will be replaced by the new Infrascan models.

End of Commercialisation date: 20/11/2026

Replacement parts:

753RR – Replacing the 753CF1
753RP – Replacing the 753R-WE



Warranty
Any warranty and support for these products will be covered in line with our obligations under Australian Consumer Law.

CLICK HERE FOR WARRANTY SUPPORT FOR YOUR CUSTOMERS.

NEW
10A 40M TIMER

As we continue to celebrate 10 years of Iconic this year, we are excited to introduce a new **10A Push button timer (40E10PBTM-VW),** build on the robust and simple to install 40mech platform for use in the leading-edge Clipsal Pro Series and Iconic wall plates. Providing robust **time delay functions** with simple and **fast configuration** backed by a class-leading **7-year warranty.**



Features and Benefits

- Simple and intuitive time delay setup (5min-4hr timer presets)
- Robust 10AX/15A relay for confidence in a wide variety of applications
- Multiway switching via ControlLink for added flexibility
- 40m mech platform for modular use in Pro series or Iconic wall plates.
- 7- year class leading warranty for added peace of mind

Availability: 15th December 2026.



VETR3 Discontinuation details.
The 2031VETR3-WE and 31VETR3-WE Timers have been flagged for discontinuation due to end-of-life components and will be replaced by the new 40E10PBTM-VW.

Planned End of Commercialisation date: 4/12/2026
Replacement: 40E10PBTM-VW

(The replacement is a 40m mech only to suit 1-3 gang Pro series or Iconic wall plates. Wall plate to be purchased separately)

Please use mySchneider or contact customer care for the most up-to-date information on remaining stock availability.

Any warranty and support for these products will be covered in line with our obligations under Australian Consumer Law.

IF YOU HAVE ANY QUESTIONS, PLEASE REACH OUT TO YOUR SALES REPRESENTATIVE OR OUR CUSTOMER CARE TEAM.

ENHANCED WARRANTY SUPPORT FOR ELECTRICIANS

At Clipsal, we're committed to making warranty support simple, transparent and easy to access for electricians and contractors.

To improve the overall experience, we've introduced several enhancements designed to make it easier for electrical professionals to access warranty information, lodge claims and receive support for consumer warranty.

What does this mean for Electrical Distributors?
We recognise the critical role distributors play in the returns process and the important support provided to customers throughout the warranty process.

While updates are being made to the warranty portal, these changes apply only to contractors and electricians who submit their own warranty claims directly and do not affect the existing wholesaler support process outlined in the Customer Support Guide.

Electricians who have completed their own work may still return products through their wholesaler as their original place of purchase.

To help customers access support more efficiently, you can now direct them to the Clipsal Warranty Claims & Information Hub or the Electrician Warranty page, which offer a simpler, more transparent warranty experience and faster access to support for consumer warranty.

What's Changed?

- **New Warranty Claims & Information Hub**

We've launched a dedicated online hub featuring warranty information, product warranty periods, FAQs, and claim submission tools, helping electricians find the support they need quickly and easily.

- **Dedicated Electrician Warranty Page**

Electricians now have access to a tailored support page, including an electrician-specific claim form, FAQs, and guidance throughout the warranty process.

- **Dedicated Australian-Based Warranty Support Team**

Warranty enquiries are now supported by a dedicated local team in Australia, providing faster responses, clearer communication and support from claim submission through to resolution.

CLICK HERE TO VIEW THE NEW WARRANTY HUB

ON-THE-GO LEARNING CENTRE

The OTGLC has officially wrapped up for 2026 after visiting **60+ metro and regional locations across Australia**, bringing the latest Clipsal and Schneider Electric innovations directly to customers.

From VIC, NSW, ACT, SA, QLD to WA and the NT for the first time, plus appearances at the Everything Electric Expo in Sydney, the OTGLC connected with electricians, contractors, and wholesalers across the country. Visitors experienced hands-on demonstrations of residential and industrial solutions including Solis & Solis T, Iconic, Pro Series, MAX9 Pro & MAX9 Switchboards, Wiser & C-Bus, eMobility, TeSys Deca, TransferPacT, PowerLogic, and more.

A huge thank you to our Clipsal sales representatives, wholesale partners, and branch teams for helping make the tour a success. Your support in hosting the trailer, inviting customers, attending events, and promoting visits both in-branch and on social media helped maximise engagement and deliver valuable product education nationwide.

To learn more about the innovative solutions featured on this year's OTGLC tour, contact your Clipsal Sales Representative today.



FOLLOW CLIPSAL ON LINKEDIN TO STAY UP TO DATE WITH OTGLC HIGHLIGHTS, PRODUCT INNOVATIONS, AND THE LATEST NEWS

CUSTOMER FEEDBACK SURVEYS

Your Feedback Matters.

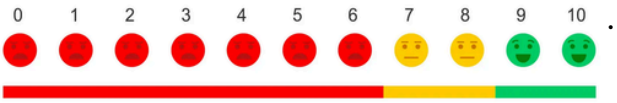
Help Us Improve Your Experience
Your feedback plays an important role in helping us improve our products, services, and support. Every piece of feedback helps us create a better experience for you and other customers

Ongoing Feedback at Key Touchpoints
At key points throughout your journey with Schneider Electric, you may be invited to share feedback on your experience. These short surveys help us understand what's working well and where we can improve.
You may receive a survey following interactions such as:

📋 Order Booking or Modification
📦 Order Delivery
📞 Customer Support enquiries
💬 Technical Support
🔧 Field Services
🔄 Returns & Warranty Requests

Survey invitations are sent from:
schneiderelectric@surveys.se.com

How the Rating Scale Works
Please rate your experience from 1 to 10and provide your comments!



Needs Improvement — Great Experience

Annual Feedback on Your Overall Experience
Once a year, we will invite you to participate in a short phone survey about your overall experience with Schneider Electric and how likely you are to recommend us.

Your feedback helps us understand what we're doing well, identify areas for improvement, and shape future enhancements to our products, services, and support.

THANK YOU FOR HELPING US IMPROVE YOUR CUSTOMER EXPERIENCE.

Unlock Growth in Premium Residential

The premium residential market continues to present significant opportunities, driven by renovations, custom home builds and homeowners seeking elevated design finishes. More electricians are specifying premium wiring devices, creating an opportunity for wholesalers to offer solutions that deliver both design appeal and installation confidence.

Solis is helping wholesalers win a greater share of premium residential projects.

Why Solis will dribe growth for your branch:
Drive premium category growth- Offer a premium wiring device solution that helps electricians meet increasing homeowner expectations for design, quality and smart home readiness.

I*ncrease sales opportunities*- With a range of premium finishes, matching accessories and 40Mec compatibility, Solis creates opportunities to upsell across the project and increase basket value.

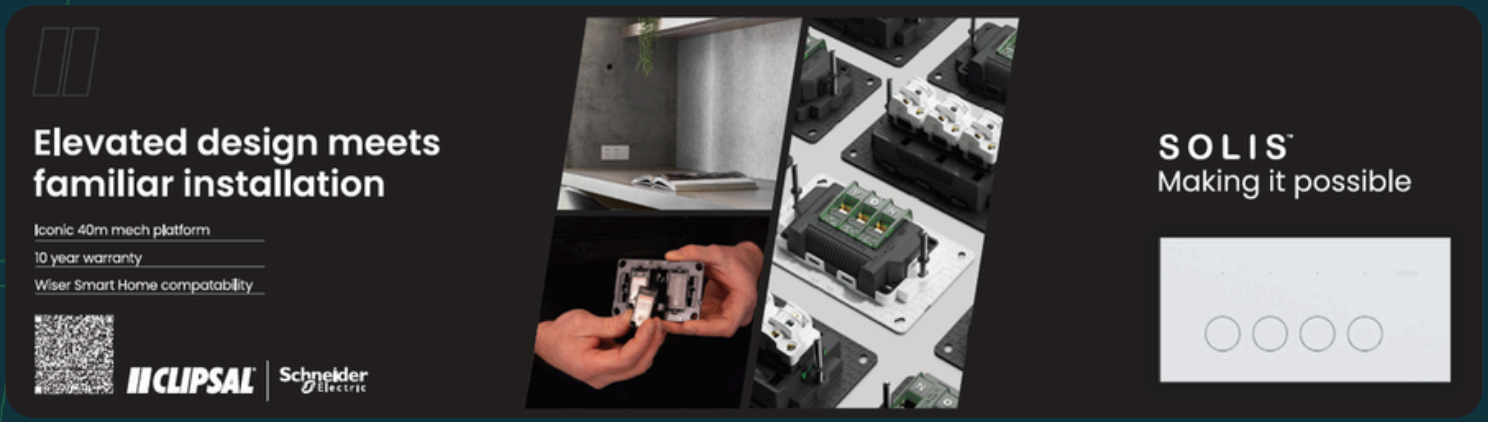
Backed by the Clipsal ecosystem- Solis is supported by Australia's most trusted electrical brand, a national sales team, electrician loyalty programs, training and marketing support to help drive demand.

Support future smart home adoption- Solis is fully compatible with Wiser Smart Home, enabling electricians to introduce connected solutions now or as part of future upgrades.

Confidence for your customers-Designed in partnership with electricians, Solis delivers a familiar installation experience while offering a premium finish homeowners are increasingly requesting.

Become a Solis Stockist

As demand for premium residential solutions continues to grow, Solis gives your branch a compelling premium offer that helps electricians win more projects while creating additional revenue opportunities for your business.
SOLIS: Making it possible



LEARN MORE ABOUT SOLIS HERE.

WHOLESALER SUPPORT PAGE

Our Wholesaler Customer Support Hub brings together the essentials in one place — from quick links to **resources** and **training**, to **tools** and **helpful information.**

With regular updates and new additions, bookmark it now and make it your first stop for Clipsal wholesaler support.

Available on the Clipsal website!



ACCESS SUPPORT HUB HERE.