

# Rittal – The System.

Faster – better – everywhere.

## ▶ Rittal After Sales Service For Industrial Applications

A service tailored to your needs



ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES



FRIEDHELM LOH GROUP

# Why is service so important for your production process and how can your company benefit?

## Do you have critical environmental conditions?

- Vital equipment requires a controlled, stable and protected environment in which it works properly.
- Components have been shown to be less reliable at high internal temperatures in enclosures.
- Choosing the right climate control systems and maintaining them properly can prevent up to 80% of electrical equipment failures.

## How much do failures cost?

- The costs resulting from production failures due to overheating, inadequate power or fires can quickly escalate. Can your company afford that?

## Minimising risks

- Regular preventive maintenance ensures peace of mind.
- Maintenance and proactive replacement of worn parts increases the availability of your application.
- The right spare part, at the right time and in the right place, to rectify faults quickly.

## Our recommendation

Don't just look at the initial investment when buying products and systems for your production process. Also factor in the total cost of ownership from the outset. This includes maintenance measures that help you:

- Permanently save on costs and resources
- Improve machine availability and reduce the number of faults over the long term
- Preserve the value of your investment and increase the service life of your systems
- Plan ahead when it comes to costs

This not only improves operational reliability but also helps ensure you always maximise your efficiency – simply a good feeling.



# Rittal Service

Failures and performance losses cost time and money. We therefore offer our industry partners worldwide a particularly extensive service portfolio with customised selection options.

With Rittal Service you benefit from rapid availability around the globe. Regardless of whether you simply require a little advice for your application or a vital enclosure climate control component needs to be repaired or replaced – we're there for you when you need us.



## Our expertise

150  
sites worldwide

1,000+

24 hour  
availability

## Rittal's succesful service concept in a nutshell

### Trust – support from the manufacturer

- On-site support from the manufacturer
- Advice and recommendations over the phone
- Rapid access to original spare parts off the shelf
- Exceptional knowledge of installed products
- Digital reporting of service and maintenance records
- Transparent costs
- No nasty surprises

## Your benefit

Optimum  
system availability

Maximum  
savings potential

Global  
reliability

### Rapid fault resolution in the event of unexpected incidents

- If the worst comes to the worst, Rittal provides you with global support 24/7 and 365 days a year.
- Thanks to optimum spare part stocks, around 90% of all repairs are completed on the first visit.

### Technical expertise from Rittal's after sales service team

- Regular training ensures our highly qualified engineers benefit from outstanding product knowledge.
- Certified specialists perform statutory inspections.
- Certified refrigeration and electrical technicians.

## Repair And Fault Resolution

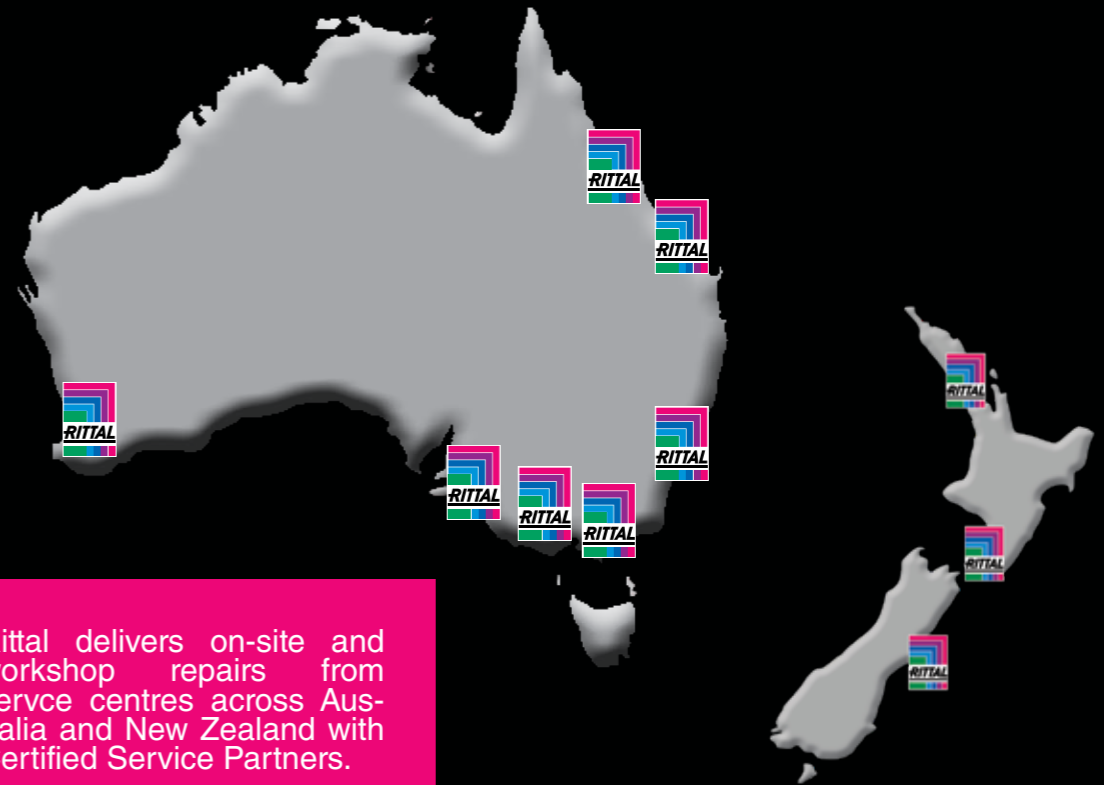
### What we offer

- On-site fault resolution by highly qualified service engineers
- 90% of our service operations are completed with just one on-site visit
- On completion of the work, you are given a service report documenting all operations performed and including further recommendations
- A well-developed service network ensures our engineers are never far away
- If required, your equipment goes directly to our factory for repair

### How you benefit

- Fast and professional fault resolution by qualified and certified service engineers minimised downtimes

## Service Centres Across ANZ



Rittal delivers on-site and workshop repairs from service centres across Australia and New Zealand with Certified Service Partners.

## Maintenance

### What we offer

- Visual inspection and evaluation of the general condition of your equipment
- Basic cleaning of the unit
- Measurement and documentation of system parameters
- Inspection of fans, ventilation and settings
- Maintenance can be ordered as one-off services or as part of a service contract

### How you benefit

- Risk minimised by preventing downtime
- Improved value retention for your systems
- Up to 30% increase in efficiency, bringing associated cost savings



### Qualified Technicians

With our network of local qualified technicians, we can support your business whenever and wherever you need it.

### 24 Hour Availability

We are always on hand to offer you our assistance. Simply give us a call or send us an email

## Service Check

### What we offer

- On-site recording and documenting of unit data and status by engineers
- Visual inspection of cooling units
- Evaluation of general and maintenance status of equipment
- Detailed overview of equipment, including a status report
- Recommendations for improving efficiency and machine availability

### How you benefit

- Analysis of installed equipment to determine current performance
- Reduction of unscheduled production stop pages and associated costs

## Spare Parts Management

### What we offer

- Our Distribution Centres across ANZ house over 1,400 spare parts in stock
- Stocking the specific parts your applications require, either at Rittal or at your premises
- Predictive replacement of worn parts thanks to professional life cycle management

### How you benefit

- The right spare part – at the right time and in the right place – ensures rapid fault resolution
- Stocking customer specific components increases flexibility
- Spare parts from the manufacturer coordinated with your unit
- Finding spare parts on the Rittal website is quick and easy
- 100% precision fit and reliability thanks to global Rittal

## Service Contracts

With Rittal service contracts, you can adapt the scope of services to your specific requirements and combine various modules – based on fixed and transparent terms and conditions. This gives your company a high level of fail-safe performance while also enabling you to plan costs thanks to customisable Rittal service contracts.

You determine the scope of your service package, deciding on the need for on-site service, the required speed of response, warranty extensions and the stocking of specific spare parts. As a result, you never lose sight of costs.

## Extended Warranty

### Register for:

- 6 months extended warranty
- Our standard 12 month warranty is extended to 18 months from date of purchase.
- If you have installed more than 10 units, we offer you a FREE check-up by our technicians for up to 20 of your units (inspection, detailed documentation of equipment data and condition)
- Offer valid in Metro areas only, POA for non Metro areas.

### Your benefits:

- Increased energy efficiency at your production facility
- Reduction of unplanned production stoppages and the associated costs
- Possible savings in energy costs

## Customised service contract

These modules can be used individually or combined with several others - depending entirely on your actual requirements.

Maintenance	1 x per year		2 x per year	
Availability	Working days (Mon - Fri) 7am - 5pm	Working days (Mon - Fri) 24 hours	Every day of the week (Mon - Sun) 24 hours	
On-site service	Next working day (Mon - Fri) 7am - 5pm	Next day (Mon - Sat) 7am - 5pm	Within 8 hours	Within 4 hours
Warranty extension	No contract commitment, separate agreement	Contract extension +12 / +24 / +36 months	Preventative replacement of worn parts	
Stocking of spare parts	Stocked at Rittal	Stocked at Rittal and delivered within 24 hours	Based on specific agreement	
Inspection	1 x per year	4 x per year	12 x per year	

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- Enclosures
- Power Distribution
- Climate Control
- IT Infrastructure
- Software & Services

## AUSTRALIA

### Service

T 1800 676 169

E [service@rittal.com.au](mailto:service@rittal.com.au)

### Customer Service

T 1800 350 665

E [customerservice@rittal.com.au](mailto:customerservice@rittal.com.au)

W [rittal.com.au](http://rittal.com.au)

[rittaldatacentre.com.au](http://rittaldatacentre.com.au)

## NEW ZEALAND

### Service

T 0800 748 737

E [service@rittal.co.nz](mailto:service@rittal.co.nz)

### Customer Service

T 0800 748 825

E [sales@rittal.co.nz](mailto:sales@rittal.co.nz)

W [rittal.co.nz](http://rittal.co.nz)

[rittaldatacentre.co.nz](http://rittaldatacentre.co.nz)

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